



POSITION DESCRIPTION

POSITION TITLE:		Customer Service Officer			
POSITION NO:		103709,103721, 103718,103716, 402605 & 404500	CLASSIFICATION:		Band 4
DIVISION:		Corporate Business and Financial Services			
BRANCH:		Customer Service			
Unit:		Access Yarra			
REPORTS TO:		Customer Service Team Leader			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE- EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer. We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- To actively provide a high quality response to all customer service queries, request for service and business transactions received via all channels i.e. written correspondence, social media and all digital formats, in person and via the phone.
- Continue to enhance and promote the public image of Council by acting as conduit between all parts of Council and its customers, both internally and externally.
- Ensure consistency for the end user in all aspects of customer service delivery including follow up and resolution in all aspects of business.
- Support the operations of Council departments in accordance with agreed service levels and standards.
- Contribute to the development, operations and achievement of Branch and Divisional goals and objectives.

- Contribute to the effective and efficient operation of Council's Customer Service Centres.

ORGANISATIONAL CONTEXT

Yarra City Council has established an enhanced Service Centre operation, as part of the quality service program. The emphasis is on resolving as many issues at first point of contact as possible.

The Council operates a Call Centre and four Customer Service centres which are the primary public touchpoints for customer enquiries for the Council.

The Customer Service Branch falls within the Corporate Business and Financial Services Division, and the role of Customer Service is to:

- Provide direct customer liaison, information and advocacy service.
- Manage and lead major initiatives to improve the experience and how service is delivered across Council.
- Liaise with other business units to improve the business processes and interactions provided to our community.

The Branch has responsibility for driving the projects and cultural change processes to help the Council achieve its stated goal of delivering quality service, which is responsive to business and community expectations.

The Customer Service Officer provides a responsive interface between the community and the Council through the Call Centre and four customer service sites.

The Customer Service Branch is committed to being acknowledged and respected as an innovative leader in the management of customer service for the City of Yarra.

POSITION CONTEXT

- This position is responsible for supporting the Council's objectives of delivering exceptional customer service. The Customer Service Officer will support the operations of the Call Centre including the four Customer Service Centres across Council.
- The aim of the Call Centre is to resolve customer enquiries and issues at first point of contact, thereby reducing the need to transfer enquiries to other areas in the organisation.
- The Customer Service Centres are the primary public counters for customer enquiries. The aim for staff is to resolve enquires at this first point of contact, communicate with other business units (e.g. Planning and Building), accept deliveries and arrange couriers.
- The Customer Service Officer needs to be multi-skilled in customer service and in the handling of cash, electronic and other forms of payment. The Customer Service Officer requires the skills and flexibility to work in all areas as required.
- A corporate uniform is supplied and required to be worn by all frontline staff.
- The position requires a strong commitment to customer service. It also requires the ability to develop wide knowledge of the Council and its operations.

ORGANISATIONAL RELATIONSHIPS

Position reports to: Customer Service Team Leader

KEY RESPONSIBILITY AREAS AND DUTIES

- Provide quality customer service by meeting or exceeding the Council's telephone performance standards and specific performance targets for the Call Centre and satellite sites.
- Resolve a high proportion (as performance targets) of customer enquires at first point of contact in a consistent and accurate manner and to high standards.
- Proactively seek out and suggest new ideas for improved service delivery.
- Utilise the Council's Document Management System (Trim) and Customer Request Management System to maintain accurate records of issues and customer contacts.
- Support the continued development of a customer service culture within the Council by effective communication, networking and leading by example.
- Take an active part in team-building, quality improvement systems, business planning and other branch or corporate activities.
- Process Council-related payments.
- Other duties as required.

COMMUNICATION

The City of Yarra has a diverse customer base, including residents, ratepayers, businesses, visitors and government agencies. The Customer Service Officer will be required to have effective communication with all levels of customers as well as other Council staff, Managers and Councillors. The position therefore requires highly developed interpersonal skills, particularly in relation to customer contact.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Customer Service Officer will be responsible for answering telephone enquires throughout the Call Centre and/or enquires made in person through the satellite Customer Service Centres canvassing a broad range of services.
- The Customer Service Officer will record the customer comments and issues and generate action requests where appropriate so that the enquiry is completed to the customer's satisfaction. Also, they will be responsible for the accuracy of all cash transactions as part of the cashiering tasks.
- The Officer is responsible for the highest standards of courtesy, responsiveness, accessibility, follow-up, communication and teamwork.
- Generally, the Customer Service Officer will require limited supervision and will be responsible for managing their own workload, which originates from public enquires, staff and other team members. The Officer will seek guidance on atypical aspects of the work, when priorities or competing demands become unclear or confusing.

Safety & Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Respect
 - Teamwork
 - Innovation
 - Sustainability
 - Accountability
 - Integrity

JUDGEMENT AND DECISION MAKING

The Customer Service Officer will follow established corporate policies and procedures in their day-to-day work. They will utilise the Customer Contact System as a major tool in their decision-making process and contribute to the continued development of the system. However, the position will need to make decisions on the appropriate ways to resolve a problem and, may make changes to the regular work practices in order to achieve objectives, ensuring all steps taken are documented accordingly.

The Officer is expected to contribute to the formulation of policy for the work unit and specific projects, which will directly affect the Council's service delivery. Guidance and advice is always available from a Customer Service Team Leader or Manager as required to ensure the approach to be taken is consistent with the team commitments to both customers and Council service providers.

Your typical day may involve some of the following activities:

- Respond to customer queries from multiple channels (including face-to-face, phone, email, and all digital channels) and ensure a consistent customer experience to the end user.
- Issue Parking Permits to City of Yarra residents.
- Organise contractors to clean streets as a result from resident requests.
- Assist elderly residents who may need to utilise some of Council's Aged Services.
- Register both cats and dogs within the City of Yarra.
- Provide and supply information derived Council Meetings.
- Process Council-related payments.
- Actively listen to individuals who may be upset when receiving a parking fine. Explain the reasoning for the infringement and outline the process to submit an appeal.
- Contact an interpreter service to assist in translating correspondence to a resident who may speak limited or no English.
- Direct people to other service providers within the community.
- Arrange for mailing of Council forms, applications and information.

- Liaise with other Council departments to service all customer enquiries and needs.

SPECIALIST KNOWLEDGE AND SKILLS

- A degree of specialised knowledge is applied during service delivery. This knowledge is likely to be gained through training and information sessions, established guidelines, manuals and policies; and will be supplemented by regular contact and networking with other Council work areas in various workplaces across the organisation.
- The Officer will contribute to the City of Yarra's long-term commitment towards quality customer service locally. The Officer will comply with operating procedures for the work area, including measures and benchmarks for customer service.
- Interpersonal, networking and communications skills are essential.

QUALIFICATIONS AND EXPERIENCE

- Extensive experience and work skills relevant to the position of customer service and administration.
- Previous experience in a similar position working in a customer service/contact centre environment.
- A current valid Police Check and Working with Children Check is required for appointment to this position.
- Experience in a high volume call centre environment.

KEY SELECTION CRITERIA

- Ability to provide outstanding customer service from multiple channels (including face-to-face, phone, email, webchat and social media) and ensure a consistent customer experience to the end user.
- Proven ability to work in a team environment and identify improvements to procedures and service outcomes by contributing to and participating in improvement initiatives.
- Excellent communication and interpersonal skills.
- Proven ability to seek creative solutions to a wide range of issues and concerns.
- Proficiency in computer skills, including accurate keyboard skills with a minimum typing speed of 50 wpm.
- Demonstrated ability to work under limited supervision and ability to assess and balance priorities.